

Position Description

POSITION DETAILS	
Position Title	Customer Care Team Leader
Position Classification	Level 3
Department & Business Unit	Rehoming and Pathways, Operations
Manager	Rehoming & Pathways Manager
Organisational Context	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
Position Purpose	<p>The Customer Care Team Leader is responsible for leading a team of employees and volunteers at RSPCA Victoria's two Metropolitan sites, providing high levels of service to internal and external customers including assisting members of the public with general enquiries and purchases, and assisting with animal admissions, adoptions and local government obligations in a way that enhances the reputation of RSPCA Victoria within the community.</p>

POSITION RESPONSIBILITIES
<ul style="list-style-type: none"> • Manage, lead and develop a team of staff and volunteers across multiple sites to the highest levels of performance, engagement and job satisfaction. • Provide leadership and support in the daily management of the Customer Care function across both Metropolitan sites, ensuring the provision of high levels of service to customers and working with local governments to reunite animals with their rightful owner. • Work closely with the Customer Experience Supervisor to identify and assess inconsistencies between both metropolitan sites across a range of key organisational customer-facing functions, and design and implement appropriate programs that ensure a consistent strategic approach. • Oversee and contribute to the provision of education, support and guidance to members of the public to influence positive animal welfare outcomes and promote the diverse services of RSPCA Victoria. • Support the implementation of strategies to reduce the length of stay of animals in our care and improve animal welfare outcomes, including taking ownership of the adoption process for animals in our care and seeking expert advice and decisions from the Vet and Rehabilitation teams as required. • Ensure the consistent application and understanding of RSPCA Victoria standard operating procedures across both Metropolitan sites, in accordance with good animal welfare practices, contractual and legislative requirements. • Ensure that the team has the required resources and capability to deliver their objectives effectively, in



accordance with the agreed workforce plan and budget.

- Address any issues from the Customer Care team or respective site in a timely and transparent matter, including liaising with other teams in the organisation to seek appropriate resolutions for these issues.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA Victoria values and associated policies;
- Takes reasonable care for the safety of oneself and that of their team, whilst contributing to safe work practices at RSPCA Victoria by knowing and ensuring adherence to all WH&S policies and procedures.

POSITION CAPABILITIES

Capability	Level	Description
People Leadership	Direction & Support	Is approachable, listens and effectively communicates and collaborates, enabling the team to achieve tasks and responsibilities.
Activity & Results Focus	Results & Initiative	Brings plans to life and ensures goals are met or exceeded where possible.
Knowledge & Communication	Adds Clarity	Provides personal expertise and relevant information to enable sound evidence-based decision making.
Relationships	Builds & Maintains	Build and maintain positive relationships across RSPCA Victoria, with a focus on achieving organisational goals.
Personal Leadership	Walks the Talk	Role models RSPCA Victoria's values, self-aware, seeks feedback and is open to new ideas and opportunities.
Technical	Animal Handling and Behaviour	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry to contribute to the best possible welfare outcomes for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including adhering to the required standard operating procedures to ensure infection and disease control.
	Shelter Operations	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements, including actively contributing to reducing length of stay for animals in our care.

POSITION REQUIREMENTS

Required	<ul style="list-style-type: none"> • Previous experience in a people leader role; • Previous experience in an animal care or customer service role, including knowledge of animal anatomy, behaviour, disease recognition and safe handling; • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion to the animals in our shelter and members of the public; • Demonstrated experience working collaboratively in a team environment; • The ability to work rotating rosters including weekends and public holidays.
Highly Regarded	<ul style="list-style-type: none"> • Holds or is willing to complete a Certificate II in Animal Studies or Customer Service (or equivalent) will be highly regarded.



**Recruitment
Requirements**

- Position requires a National Police Check.
- Current Employee Working with Children's Check (WWCC).
- Current and valid driver's license.
- Current tetanus vaccination.

